

## **REP ONLINE ANNUAL REPORT – INSTRUCTIONS**

1. Option 1 REPs must file an Annual Report each year. The REP Annual Report comprises two parts: (1) an online portion (referred to below as the *REP Annual Report – Technical and Managerial*) filed via the PUC Portal which comprises operating results for the fiscal year just ended; and (2) a financial portion (referred to below as the *REP Annual Report – Financial*) which comprises financial results for the fiscal year just ended and which is filed in hard copy (usually confidentially).

Both portions of the *REP Annual Report* are due March 5, or 65 days after the end of the REP's or guarantor's fiscal year. Please review 16 TAC §§ [25.107\(i\)\(5\)\(A\)\(i\)-\(vi\)](#) and [25.491\(c\)\(1\)-\(6\)](#) for additional details regarding the information necessary to satisfy the reporting requirements.

2. Only Option 1 REPs file the *REP Annual Report* (both online and hard copy). Option 2 and Option 3 REPs are not required to file the *REP Annual Report* (neither online nor hard copy).
3. A REP may have multiple representatives authorized to access its online *REP Annual Report*. After a representative has logged into the PUC home page (top right corner - "login") they may select the *REP Annual Report* and then proceed to fill out the report as required.
4. The online *REP Annual Report* gathers technical and managerial information regarding the prior years' operating results for each REP. See below ***REP Annual Report – Technical and Managerial*** for more detail on the data entry format for the online *REP Annual Report – Technical and Managerial*.

Questions regarding the online *REP Annual Report – Technical and Managerial* should be directed to Fred Goodwin, Licensing and Compliance Analyst, Customer Protection Division (512-936-7454 or [fred.goodwin@puc.texas.gov](mailto:fred.goodwin@puc.texas.gov)).

5. The *REP Annual Report – Financial* and the *REP Semi-Annual Report* must be physically filed with Central Records (512-936-7180 or [CentralRecords@puc.texas.gov](mailto:CentralRecords@puc.texas.gov)).

Questions regarding the content of the *REP Annual Report – Financial* and the *REP Semi-Annual Report* should be directed to Mariah Benson, Economist, Market Analysis Division (512-936-7229 or [mariah.benson@puc.texas.gov](mailto:mariah.benson@puc.texas.gov)).

Questions about how to file the paper copies of the *REP Annual Report – Financial* and the *REP Semi-Annual Report* should be directed to Central Records.

**REP Annual Report – Technical and Managerial**

**INFORMATION REQUIRED BY 16 TAC § 25.491**

**REP Annual Report (Option 1 REPs only)**

Please use the following formatting when submitting the online REP Annual Report:

**Online Data Entry Values**

Field	Type	Format	Note
Year	Number	2019	Current year for data being submitted
Month	Number	1 - 12	Data Month
No. of Customers	Number	Whole number - 0 for empty	Number of customers served
Denial of service	Number	Whole number	Number of complaints recorded as Denial of Service
No. of Deposits	Number	Whole number	Number of Deposits held by REP
Amount of Deposits	Number	Decimal number - No decimal present indicates .00 cents	Amount of Deposits held by REP
Refusal of electric service	Number	Whole number	Complaint total for this type of complaint
Marketing and quality of customer service	Number	Whole number	Complaint total for this type of complaint
Unauthorized charges (cram)	Number	Whole number	Complaint total for this type of complaint
Unauthorized change of REP (slam)	Number	Whole number	Complaint total for this type of complaint
Accuracy of billing services	Number	Whole number	Complaint total for this type of complaint
Collection and service termination and disconnection	Number	Whole number	Complaint total for this type of complaint

**REP Annual Report – Technical and Managerial**  
**INFORMATION REQUIRED BY 16 TAC § 25.491**  
**REP Annual Report (Option 1 REPs only)**

Please use a CSV (Comma Separated Values) file or an Excel spreadsheet for your data using the following format:

**File Upload Data Specification**

Field	Type	Format	Note
<b>TrackNo</b>	varchar(8)	Assigned by PUC RE0900##	Company Tracking number that uniquely identifies each company
<b>Year</b>	Number	2020	Current year for data being submitted
<b>Month</b>	Number	1 - 12	Data month
<b>Zip Code</b>	Char(5)	78753	First five digits of zip code
<b>Zip Code Ext</b>	varchar(5)	1236	Last 4 digits of zip code
<b>Census Tract</b>	Char(5)	12420	Five-digit census tract code
<b>Customer Class</b>	varchar(30)	Residential	One of the following values: Residential, Small Commercial*, Commercial**, Industrial
<b>No of Customers</b>	Number	Whole number - 0 for empty	Number of customers served
<b>Denial of service</b>	Number	Whole number	Number of complaints recorded as Denial of Service
<b>No of Deposits</b>	Number	Whole number	Number of Deposits held by REP
<b>Amount of Deposits</b>	Number	Decimal number - No decimal present indicates .00 cents	Amount of Deposits held by REP
<b>Refusal of electric service</b>	Number	Whole number	Complaint total for this type of complaint
<b>Marketing and quality of customer</b>	Number	Whole number	Complaint total for this type of complaint
<b>Unauthorized charges (cram)</b>	Number	Whole number	Complaint total for this type of complaint
<b>Unauthorized change of REP (slam)</b>	Number	Whole number	Complaint total for this type of complaint
<b>Accuracy of billing services</b>	Number	Whole number	Complaint total for this type of complaint
<b>Collection and service termination and disconnection</b>	Number	Whole number	Complaint total for this type of complaint

\* Small Commercial (maximum peak load less than or equal to 50 kW)

\*\* Commercial (maximum peak load greater than 50 kW), or Industrial customers